IN THE CLAIMS

This listing of claims will replace all prior versions, and listings, of claims in the application:

1-21.   (Canceled)

22.   (Previously Presented)   A method for monitoring, from a remote location comprising a monitor and control unit, operations of a head-end in an information distribution system, the method comprising:

receiving, at a monitor and control unit, status from a head-end relating to operations of head-end elements providing content to terminals within a coverage area of a head-end;

receiving, at the monitor and control unit, identity, type and capability of a plurality of remote devices capable of responding to status of elements of the head-end from the monitor and control unit;

processing the status received from the monitor and control unit in conformance with the indicated capabilities of remote devices designated by the monitor and control unit to receive the status;

forwarding the processed status from the monitor and control unit to a communication server; and

sending the processed status received by the communication server to the designated remote devices to present the status to off-site personnel for troubleshooting the operations of the elements of the head-end.

23.   (Previously Presented)   The method of claim 22, further comprising:

receiving a response message at the communication server from the remote devices

sent the status;

forwarding, from the communication server, the response message to the monitor and

control unit; and

forwarding the response message, received by the monitor and control unit from the

communication server, to a responsible entity at a targeted head-end, wherein the received

response message from the at least one remote device includes a command to adjust a

parameter of an operation performed by an element at the targeted head-end.

24. (Previously Presented)   The method of claim 23, further comprising:

receiving indications of error conditions relating to the one or more operations of

elements of the head-end; and

forwarding one or more alert messages to the one or more remote devices in response

to receiving the indications.

25. (Previously Presented)   The method of claim 23, further comprising:

polling a plurality of head-ends for status relating to the operations of elements of the

head-end.

26. (Previously Presented)   The method of claim 23, wherein the indicated

capabilities is indicated as text, graphics, or a combination thereof.

27. (Previously Presented)   The method of claim 23, further comprising:

receiving an indication of a particular reporting level for the remote devices

designated to receive status, and

wherein status of the elements of the head-end are forwarded to the remote devices in

conformance with the indicated reporting level.

28. (Previously Presented)   The method of claim 23, wherein the received status

includes status relating to encoding operations performed by an element of the head-end.

29. (Previously Presented)   The method of claim 27, wherein the status relating to

the encoding operations performed by an element of the head-end includes status for one or

more buffers used to store encoded data by an element at the head-end.

30. (Previously Presented)   The method of claim 23, wherein the received status

includes status relating to multiplexing operations performed by an element at the head-end.

31. (Previously Presented)   The method of claim 23, wherein the received status

includes status relating to a particular transport stream transmitted from the head-end by an

element of the head-end.

32. (Previously Presented)   The method of claim 23, wherein the received status

include bit rates for a plurality of types of data being provided from the head-end by an

element of the head-end.

33. (Previously Presented)   The method of claim 23, wherein at least one of the plurality of remote devices is a pager.

34. (Previously Presented)   The method of claim 23, wherein at least one of the plurality of remote devices is a cellular telephone.

35. (Previously Presented)   The method of claim 23, wherein at least one of the plurality of remote devices is a wireless device.

36.   (New) A method for monitoring, from a remote location comprising a

monitor and control unit, operations of a head-end in an information distribution system, the

method comprising:

receiving, at a monitor and control unit, status from a head-end relating to operations

of head-end elements providing content to terminals within a coverage area of a head-end;

receiving, at the monitor and control unit, identity, type and capability of a plurality

of remote devices capable of responding to status of elements of the head-end from the

monitor and control unit;

processing the status received from the monitor and control unit in conformance with

the indicated capabilities of remote devices designated by the monitor and control unit to

receive the status;

forwarding the processed status from the monitor and control unit to a communication

server;

sending the processed status received by the communication server to the designated

remote devices to present the status to off-site personnel for troubleshooting the operations of

the elements of the head-end.

receiving at the communication server a response message from the remote devices;

forwarding the response message from the communication server to the monitor and

control unit;

forwarding the response message, received by the monitor and control unit from the

communication server, to a responsible entity at a targeted head-end, and

adjusting a parameter of an operation performed by an element at the targeted head-end in response to receiving a command via the response message from the at least one remote device.

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